Purpose:
Provide each patient with the opportunity to inspect or have copied medical information contained in DRS used to make decisions about their medical care.

Policy:
Patients have a right to request to inspect and/or obtain a copy of PHI that is contained within the DRS maintained by the SHS for as long as the PHI is maintained in the DRS.

1. The request must be in writing.
2. A request must be acted upon no later than 30 days after receipt of request.
3. An extension is allowed for no longer than another 30 days if the patient is provided with a written statement of reason for the delay and date when clinic will complete its action on the request. Only one extension will be allowed for each request.

If a request for access is granted:

1. If the PHI is maintained in more than one location, the SHS need only produce PHI once.
2. The PHI must be provided in the form or format requested by patient or produced in a format agreed to by patient and clinic.
3. A summary of PHI may be provided if patient agrees in advance to summary/explanation and is notified in advance of fees that might be imposed.
4. Timely arrangement for inspection or to obtain a copy must be provided.
5. In the case of an inspection, the Records and Registration Supervisor will make the necessary arrangements for SHS employee to be present during the patient’s inspection of the record.
6. A fee may be charged for preparing a Summary or explanation of PHI. Fee would include cost of copying (supplies, labor), postage and preparing an explanation or summary of PHI.

If a denial for access is made:

   a. Patient not authorized by law to access of PHI
   b. Terms of Research Consent deny access to PHI relating to research.
   c. Content of PHI is subject to Privacy Act.
   d. PHI was obtained from someone other than a health care provider.
& access would reveal the source of information.

2. Acceptable grounds for denial with opportunity to Review of the Decision
   a. health care professional determines that the access requested is likely to endanger life or safety of patient or another person.
   b. PHI makes reference to another person & access is likely to cause substantial harm to that other person.
   c. If a personal representative requests access & a health care professional determines access is likely to cause harm to the patient or another person.

3. Access to PHI after excluding denied information must be made.

4. SHS must provide a timely written denial to the patient. This denial must:
   a. Be written in plain language
   b. Contain the basis for denial
   c. Indicate patients right to have the denial reviewed and how to exercise review rights.
   d. If requested information is not maintained at the Student Health Services, patient must be informed as to where to direct request for access.

Review of Denial. If the patient exercises the right for review of denial for access, SHS will:
   a. Promptly forward request to Watkins Memorial Health Center Privacy Officer for review.
   b. Promptly provide written notice to patient of determination of denied review by Privacy Officer.

Student Health Services must accept forwarded amended PHI into our DRS if informed by another entity that amendment was made.

1. Documentation must include:
   a. DRS that is subject to amendment.
   b. Titles of persons/officer responsible for receiving, processing request for amendment by patients.
   c. All correspondence/associated documentation relating to patient request for amendment.